



*Embassy of the United States of America  
Kyiv, Ukraine*

## **JOB OPPORTUNITY ANNOUNCEMENT**

**# 021**

**Date: June 9, 2011**

**TO: ALL MISSION PERSONNEL**

**FROM: AMANDA JOHNSON-MILLER– MANAGEMENT OFFICER**

**SUBJECT: FACILITIES MAINTENANCE SECTION (FMS)  
ADMINISTRATIVE CLERK**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** **FMS Administrative Clerk**

**OPEN TO:** **ALL INTERESTED CANDIDATES**

**GRADE LEVEL:** **FSN-06, FP-08\* (Full Performance Level)**

**WORK HOURS:** **Full Time, 40 hours per week**

**POSITION TYPE:** **Permanent**

**OFFICE LOCATION:** **Facilities Maintenance Section**

**OPENING DATE:** **Immediate**

**DEADLINE:** **June 23, 2011 at 6 P.M. Kyiv Time**

*\*FP –8 is subject for confirmation with Washington.*

**ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.**

## **BASIC FUNCTION OF POSITION:**

The incumbent provides administrative support to the Facility Manager (FM), NEC Engineers, Maintenance Supervisors, and acts as the Customer Service Representative for Residential needs. The Administrative Assistant reports directly to the Facility Manager and is responsible for all operational and administrative details, including administrative planning, coordination, and distribution of facility and equipment resources assigned.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

### **Administrative Support**

**60%**

Provide administrative, investigative and/or project assistance to Facility Manager and Group Supervisors ( Maintenance Supervisor, Deputy Maintenance Supervisor, Building/Grounds Supervisor, Electrical Engineer, Mechanical Engineer) within the F M section.

Coordinates TDY visit process, ensuring all the paper work and reservations are made. Duties relative for Facility Maintenance TDY visitors and staff only. Acts as a timekeeper for FMS staff, and is responsible for timely and accurate submission of Time and Attendance (T&A) records.

Updates and suggests improvements to the FMS SharePoint intranet site. Creates and updates miscellaneous Staff and Contact Phone lists. Is responsible for posting relevant information on the Safety and Maintenance bulletin boards in the NEC / NCC. Provide in-briefs to new locally hired employees

Handles official correspondence on behalf of FMS supervisor by drafting e-mails, notices, and official letters. Also responds to written and telephone inquiries in a timely manner using the proper form and language. Facilitates all correspondence with GDIP and local city authorities ensuring information sharing and timely distribution. Routes calls as appropriate. Performs research and prepares reports upon request by supervisor.

### **Customer Service**

**35%**

Incumbent serves as one of contact points for ICASS customer's residential needs. Receives customer inquiries regarding maintenance, and routes request to appropriate subunit. Responds to maintenance related inquiries by gathering relevant facts, consulting with necessary personnel, and reporting back to customer with status. Follows-up as necessary until issue is satisfactorily closed. Advises customers with non-maintenance needs the proper avenue and supporting documentation required to submit their requests. Provides electronic or hard copy of all paperwork required for each specific request and point of contact information for responsible parties. In cases where no documentation is required, directly forwards request to responsible party and advises customer of status. Maintains a list of qualified contractors in a variety of fields for referral to customers seeking expertise for non-official residential needs. Enters contact information into customer inquiries' log. Conducts periodic and spot checks with customers to ensure customer satisfaction. Supports emergency calls to ensure that the message is relayed to appropriate staff, and follows up on projects' status up to completion.

**Other duties as assigned****5%**

Serves as a primary back-up for the Work Control Clerk on the PASS Web Work Order for Windows, in charge to input into the PASS system the work order requests, checking each work order to determine which agency is to be charged. Distributes orders to maintenance supervisors and monitors work orders to assure that the priority system is flowed to adjust priorities in the face of unexpected emergency work orders and to identify and inform problems to the Facilities Manager. Also acts as a back-up for FMS sub-cashier.

**REQUIRED QUALIFICATIONS:****EDUCATION:**

- Completion of Secondary School is required.

**WORK EXPERIENCE:**

- Minimum of two years experience working as an administrative assistant or within an office environment that provides a customer related service and environment is required.

**LANGUAGE:**

- Level III in Ukrainian, Russian and English (good working knowledge) is required.

**KNOWLEDGE:**

- General knowledge of administrative structure and operation of the Embassy; Working knowledge of office function, inter-office and inter-agency communication procedures and embassy security policies; Specific knowledge of procedures to contact governmental agencies to promote services and interests affecting embassy facilities and operations. Uses good safety practice and follows all safety requirements in execution of tasks. The incumbent shall possess job knowledge to include general computer literacy and basic math. Must be proficient in the use of Microsoft Office software (Outlook, Word, Excel, Power Point etc) and other computer programs

**SKILLS AND ABILITIES:**

- Ability to set work priorities and schedules designed to meet deadlines and keep office operations current; Ability to deal effectively and tactfully with Embassy management, staff, customers, other service providers, services contractors local government officials. Must have excellent interpersonal skills and be able to handle a large workload and multiple tasks. Must be organized, methodical, decisive, and have professional telephone skills.

## APPLICATION AND SELECTION PROCESS:

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a **mandatory** application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by COB **June 23, 2011**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) can be filled out electronically, but still must be printed, signed and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: [490-40-85](tel:490-40-85).

**Note:** Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment.

## ADDITIONAL SELECTION CRITERIA:

- Current employees serving a *probationary period* are not eligible to apply for this position.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- Only those applicants who are selected for the interviews will be contacted.

## **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals

with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED: RMarrs-FMS (by e-mail)  
DMercadante-FMO (by e-mail)